

CDCO Information Technology Services

NATIONAL SERVICE DESK

**RELIABLE,
ACCESSIBLE
OPERATIONS
MANAGEMENT**

**AUTOMATED AND
MANUAL
MONITORING AND
SECURITY**

**RAPID RESPONSE
TO SYSTEM
ANOMALIES**

**AROUND-THE-
CLOCK REPORTING
AND
TROUBLESHOOTING**

Customers want reliable IT service. When everything works right, no one notices. That's the way we like it. Certified Incident Coordinators at CDCO National Service Desk, an Operations Management Center, are on duty 24x7x365 to monitor systems, triage incidents, and resolve potential problems efficiently. CDCO National Service Desk provides services to Department of Veterans Affairs organizations and non-VA Federal entities, including:

- Environmental Protection Agency
- Department of Justice
- General Services Administration
- VBA Regional Offices, National Service Centers, and their satellites.

CDCO National Service Desk uses the CA™ Unicenter Service Desk IT tracking tool, a fully integrated Service Management Tool that handles service requests, incidents, problems, and changes.



CDCO SERVICE DESK CORE COMPETENCIES

24 x 7 x 365 Monitoring

Automated and manual monitoring of IT applications and infrastructure, with on-site technicians to address any anomalies

Incident Management

Highly-skilled, comprehensive support for network, applications, Windows, UNIX, database, and mainframe security processes, including centralized logging, automated alerting for security violations, and database scanning

Problem Management

Reliable, customer-oriented user provisioning; report generation; and access problem resolution for mainframe and open systems

Change Management

Consistent adherence to a documented, ITIL-based Change Management procedure to reduce the risks and ensure the success of system changes

CONTACT US

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*CDCO/AITC is a comprehensive IT services enterprise center for federal agencies. CDCO does not receive direct federal appropriations. It operates under the VA's centralized OI&T on a fee-for-service basis, as authorized under the Government Management Reform Act of 1994.

CORPORATE DATA CENTER OPERATIONS